

Subject: Re: Howler Refusing Service

From: Andres Sandoval <andres.x.sandoval@lacity.org>

Date: 5/14/20, 10:37 AM

To: Sarah Bell <SARAH.BELL@lacity.org>

CC: Lorena Bernal <lorena.ernal@lacity.org>, Marcos Sanchez <marcos.sanchez@lacity.org>

Hi Sarah,

Following up with this conversation, Mr. Omead just called and stated they picked up the trash and left some of the debris behind "they dumped some trash out in the parking lot".

His concern is the blue bin is supposed to be picked up three times a week and Republic only services it once a week. This leads the tenants to use the blue bin overfill it and then use the black bin overfilling that one. He is then charged with overcharges. Republic will then stop services even though he paid in advance. He "objects to paying for services that are not rendered (overcharges and missed collections) because Republic did not do their job". It is my understanding that he has paid the bill up to date at the moment.

Additionally, when he talks to LASAN then recommends that he pays the bill in full and fight the charges and be credited or paid back. This has happened to him four times in different buildings in Los Angeles and he has not been compensated.

Thanks in advance.

Best,

On Mon, May 11, 2020 at 3:35 PM Andres Sandoval

<andres.x.sandoval@lacity.org> wrote:

Hi Sarah,

Cyrus Omead, the building owner, called out office letting us know Repulic is refusing services. He stated he pays in advance and services have been disrupted for a week. Cyrus also stated there are service charges for overfills. He may be reached at 818-395-9926.

14700 Blythe Street.

Service Request #1-1621808401

Best,

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Andres Sandoval

Field Deputy

Office of Council President Nury Martinez

Councilwoman, Sixth District

Van Nuys City Hall, Room 215

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